

About Annie North

Annie North works within a feminist framework to provide crisis and transitional support and refuge accommodation to women and children who are escaping domestic and family violence. Annie North has a state wide catchment and is located within the Loddon region in Bendigo. Annie North also provides the Loddon Family Violence After -Hours Service.

Our services are accessible to all adult people who identify as women and to their accompanying children from all sexual orientations and/or sexual identities. Our services are provided irrespective of women's and children's cultural backgrounds or abilities. This extends to institutional and support worker violence for women and children who identify as having disabilities, kinship violence for women and children who identify as Aboriginal and/or Torres Strait Islanders CALD women without visa or residency status, and where women and children have experienced sexual violence and require safe refuge. Access to services is determined by the organisation's eligibility criteria, which includes the need for immediate safety.

Annie North is victim/survivor -centred and a 'rights based' service model that works within a human rights framework. We are client-focused and inclusive, and place the safety of women, their children and their recovery at the centre of their experience with our service. We respect that clients are the experts in their own journeys and support them to have options that lead to sustainable long-term outcomes free from abuse. Our work is grounded in evidence-based practice. We locate the experience of domestic and/or family violence in the wider context of women's and children's relative lack of social, economic and political power. We help identify and challenge the systems barriers and gaps that victim/survivors encounter, and we challenge victim-blaming narratives and stereotypes that are wide spread in the community.

About this position

- This is a casual position. An on call allowance is paid when on call. Recall rates, including penalty rates, apply only if recalled to work.
- The position is located within the Client Services Team which consists of Case Management, Therapeutic and After Hours Family Violence Practitioners.
- This role provides a family violence crisis response to victim survivors in Annie North accommodation and in the community through delivery of the Loddon Family Violence After Hours Program.
- This position may be required to provide an in person response to victim/survivors where directed by the After Hours Practitioner on duty.
- This position may also be required to fill in for the onsite After Hours night shift where coverage is required. Penalty rates, night shift rates and sleepover allowance apply.
- The Oncall Casual must ensure they are no more than 40 minutes travel time from the Bendigo Charing Cross Fountain at all times when they are on call.
- The position operates as part of a roster with available on call shifts including 5pm – 9am weekdays and a 24 hour on call shift on weekends.
- On call Casuals must nominate their availability on a month by month basis.
- The position may require attendance at training or meetings at other times outside of the regular on call shift hours- this may occur during business hours or after hours and can be negotiated within reason.

Classification, Terms and Conditions

Conditions are in accordance with the Annie North Enterprise Agreement 2024-2027.

Classification, Terms and Conditions

Hourly rate for oncall recall is paid at SCHADS 4.1 plus superannuation. Penalty rates and Sleepover allowance apply. Replacing the After Hours night shift is paid at level SCHADS 5.1

Key Responsibilities

- Work collaboratively with Case Management and Therapeutic Practitioners to ensure the safety and well-being of women and their children who reside in Annie North accommodation.
- Delivery of the Loddon Family Violence After Hours Program including face to face support to victim survivors where directed by the After Hours Practitioner on duty.
- The After Hours role provides a family violence crisis response to victim survivors in Annie North accommodation and in the community through delivery of the Loddon Family Violence After Hours Program.
- Delivery of crisis responses requiring brief intervention and/or emergency accommodation in accordance with the 24/7 Crisis Response Model developed by Family Safety Victoria and Domestic Violence Victoria.
- Provision of initial crisis responses for victim survivors to address their immediate needs for safety, material aid or emotional support.
- Contribute to risk assessment, risk management and safety planning as directed by the After Hours Practitioner, in accordance with MARAM practice guidance for victims/survivors.
- Prioritise the safety and wellbeing of children, infants and young people as victim/survivors in their own right and in a way that strengthens the mother/carer bond with the child where possible.
- Work independently and make sound decisions based on good practice with strong initiative and accountability.
- Ensure practice is accessible, culturally responsive, inclusive, trauma informed and based on an understanding of gender based family violence.
- Ensure practice is in accordance with Annie North policies, procedures, governance frameworks and Government legislation and other standards (MARAM, FVISS, CISS, DVVIC code of Practice.)
- Maintain excellent data records, demonstrate a high level of professionalism and ethics and represent the organisation with integrity.
- Maintain privacy, safety, security and confidentiality of clients, colleagues, Annie North accommodation and the service operations.
- Reflect expected standards of behavior in accordance with the Annie North Code of Conduct.
- Participate in team meetings, wider agency activities, training/forums and mentoring of new staff, students and volunteers.
- Participate in supervision, debriefing and Performance Development Planning demonstrating a commitment to professional growth, self care and critically reflective practice.
- Contribute to the development and implementation of the Annie North Inc. Strategic Plan and participate in continuous quality improvement

After Hours night shift role (when backfilling):

- This position may also be required to replace the onsite After Hours night shift where coverage is required. Penalty rates, night shift rates and sleepover allowance apply.
- The position is responsible for coordination and debriefing of On call workers.
- The position reports directly to the Client Services Practice Lead.

Key Responsibilities

- The After Hours night shift is a solo position and is based within the Annie North core and cluster facility during after hours and is required to remain onsite at all times.
- After Hours night shift hours are from 4pm-11pm. The position sleeps at the core and cluster facility from 11pm-7am in a private bedroom with ensuite.
- The position may be required to perform work between 11pm and 7am to respond to referrals for crisis support and accommodation within the Loddon region or for onsite clients.
- The position resumes work from 7am-8am to provide handover to the next worker.

Key Selection Criteria

Qualifications and Prerequisites

- Tertiary qualification in Social Work or equivalent in accordance with the mandatory minimum qualifications* (see below for details).
- Employment is subject to:
a satisfactory Working with Children Check, National Police Record Check and a current Victorian driver's licence (with no restrictions)

Knowledge and Skills

- A demonstrated understanding of gender-based violence and inequality in the Australian context, including complexities faced by marginalised and diverse communities.
- Commitment to addressing family violence within a feminist framework.
- Understanding of the impacts of family violence on the development of infants, children and young people.
- Demonstrated ability to use trauma-informed, client-centred and child centred practice frameworks which prioritise safety.
- Demonstrated high levels of resilience and ability to work in a changing and demanding environment – exercising maturity of judgement and sound problem solving capability.
- Demonstrated commitment to self care and professional development.
- Demonstrated high level interpersonal communication skills.

Minimum Mandatory Qualification requirements

Applicants who meet the minimum qualification requirements are preferred but training and study pathways may be discussed.

Minimum mandatory qualifications requirements:

<https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>

Annie North Benefits

Annie North aims to be a family friendly workplace offering generous conditions and flexible working arrangements where possible. The Annie North Enterprise Agreement 2024-2027 was

Annie North Benefits

negotiated with all staff and the Australian Services Union. The agreement offers many benefits including:

- Salary packaging* allows you to increase the tax free component of your salary. If you take advantage of salary packaging, your take home pay is increased. Up to \$30,000 grossed up per annum salary packaging as part of the PBI charitable sector – a tax effective benefit available to ongoing and fixed term staff.
- Paid parental leave
- Long service leave due after ten years, with access after seven
- Generous personal leave entitlements
- Cultural and volunteer leave
- Study leave
- Professional development and training
- Commitment to staff safety and wellbeing
- Flexible use of hours may be negotiated depending on position descriptions and work plans

*Salary packaging does have implications for taxation and it is recommended that all new employees seek independent financial advice before opting for salary packaging.

How To Apply

Send your address to Key Selection Criteria, cover letter, resume to madeleine@annienorth.org.au.